

**CALIFORNIA SOCIETY FOR  
HEALTHCARE  
RISK MANAGERS (CSHRM)**

**BOARD OF DIRECTORS  
POLICY AND PROCEDURE**

**EDUCATION**

**CALIFORNIA SOCIETY FOR HEALTHCARE  
RISK MANAGEMENT (CSHRM)**

**BOARD OF DIRECTORS  
POLICY AND PROCEDURE**

**TITLE:** Requirements of the California  
Board of Registered Nursing  
Continuing Education Program

**COMMITTEE:** Education  
**AUTHOR:** Dee Aguilar  
**NUMBER:** E-1  
**DATE:** January 1, 1996  
**DATE OF APPROVAL:** June 1996  
**DATE OF REVIEW/REVISION:** August  
2003

**POLICY:**

The Society shall comply with the continuing education requirements of the Board of Registered Nursing for every program utilizing CSHRM's continuing education provider number.

**PROCEDURE:**

The attached materials from the Board of Registered Nursing dated July 1995 describe our responsibilities and the procedures to be followed when providing CEU for nurses.

**CROSS-REFERENCE:**

Programs utilizing CSHRM's continuing education provider number.

**CALIFORNIA SOCIETY FOR HEALTHCARE  
RISK MANAGEMENT (CSHRM)**

**BOARD OF DIRECTORS  
POLICY AND PROCEDURE**

**TITLE:** Programs Utilizing CSHRM  
Continuing Education  
Provider (CEP) Number

**COMMITTEE:** Education  
**AUTHOR:** Elspeth Delaney (6/94)  
Debra Hendrickson (10/99)  
Hope Thompson (8/00)

**NUMBER:** E-2

**DATE:** June 27, 1994

**DATE OF APPROVAL:** 1994

**DATE OF REVIEW/REVISION:**  
August 2003

**POLICY:**

CSHRM, as a service to its members, will provide continuing education units to nurses for the educational conferences that it sponsors. Continuing education units will be provided in accordance with published requirements of the Board of Registered Nursing (BRN). The CSHRM BRN number is for CSHRM use only and should not be made available to outside organizations.

**PROCEDURE:**

A. RECORD KEEPING

The Education Chair will retain responsibility for the safekeeping of all educational records and will assure that the records remain within the State of California. Records will be kept for a minimum of 4 years and will include the following information for each course:

1. Course title and outline;
2. Course description including: overview, length of the class, course requirements, target audience, dates, times and place of class;
3. Learning objectives stated in measurable behavioral terms;
4. Handouts/learning packet;
5. Course evaluations by the participants;
6. A copy of the vitae/resume of each speaker;
7. Brochure and/or advertisement published
8. A record of any continuing education certificate issued.

## B. ADVERTISEMENT

The information disseminated by CSHRM publicizing educational courses will be true and factual and will contain, at a minimum, the following information:

1. A statement indicating that CSHRM is approved by the California Board of Registered Nursing, CSHRM's provider number and the number of contact hours that will be granted for attending;
2. A statement indicating CSHRM's refund policy;
3. A clear concise description of the course and/or objectives.

## C. COURSE VERIFICATION

CSHRM will issue a certificate of completion to all attendees who have met the established criteria for successful completion of an educational offering/course. The certificate will be provided to attendees within 90 days of the course and will contain the following information:

1. Name of student and registered nurse license number or other identification number;
2. Course title;
3. CSHRM's name (as approved by the Board of Registered Nursing) and provider number;
4. The following statement will appear on all certificates as recommended by the BRN: "California BRN provider number CEP4506";
5. The following retention statement should appear on all certificates as recommended by the BRN: "This document should be retained by attendees for a period of 4 years";
6. Date of course;
7. Number of continuing education contact hours (partial credit will not be provided);
8. Signature of the CSHRM President.

## D. REFUNDS AND COURSE CANCELLATION

Refunds -- CSHRM will provide a full refund for educational courses only if the course is canceled or if the registrant requests a refund from the CSHRM registrar greater than 10 days before the first day of the course . Partial refunds (the registration fee minus a 25% processing fee) will be provided if requested in the 7-10 days prior to the beginning of the course offering. No refunds will be provided if the registrant requests a refund less than 3 days before the course begins. If a refund is in order, it will be mailed to the registrant within 90 days of the request. A substitute may attend subject to registration update at the educational activity.

Cancellation of Courses -- Should a course need to be canceled, registrants will be notified via telephone and a notice will be posted at the event location. Registration refunds will be mailed to registrants within 90 days of cancellation.

E. NOTIFICATION OF CHANGE IN CSHRM STRUCTURE

The outgoing CSHRM Education Chair will notify the Board of Registered Nursing of any change in responsibility for the continuing education activities provided by CSHRM.

CROSS-REFERENCE: California Code of Regulations, Title 16, Division 14, Article 5  
BRN CEP Instructions for Providers, July 1995

**CALIFORNIA SOCIETY FOR HEALTHCARE  
RISK MANAGEMENT (CSHRM)**

**BOARD OF DIRECTORS  
POLICY AND PROCEDURE**

**TITLE:** Reimbursement of Speaker  
Travel Expenses

**COMMITTEE:** Education  
**AUTHOR:** Peggy Nakamura  
**NUMBER:** E-4  
**DATE:** December 21, 1992  
**DATE OF APPROVAL:** 12/21/92  
**DATE OF REVIEW/REVISION:**  
August 2003

**POLICY:**

The California Society for Healthcare Risk Management (CSHRM) reimburses an education program speaker for necessary and reasonable travel expenses to and from all CSHRM sponsored programs. Any exception or deviation from the established procedures will be discussed by the Board.

**PROCEDURE:**

1. Originals of the following documents are to be attached to the expense statement, as appropriate:
  - Transportation ticket stub;
  - Paid bill for lodging
  - Receipts for all expenditures showing amount, date, place, and purpose.
  
2. Reimbursable expenses:
  - a. Air Travel: Whenever possible, arrangements for air travel shall be made through the education chairperson. If arrangements are made by the traveler, reimbursement is made at an advance purchase rate by the most direct or economical route from the point of origin (traveler's normal place of business) to the destination. First class fare is not reimbursable.
  
  - b. Ground Transportation: Reimbursement is made for transportation via the most economical means available.
    - Rental Car – Reimbursement is made for the use of a rental car only if prior authorization has been obtained from the education chairperson. When a rental car is authorized in lieu of air transportation, the mileage allowance and other expenses on the road are only reimbursed up to the cost of the applicable advance purchase air fare.
    - Personal Car – Reimbursement is made for the use of the traveler's personal car at the current federal rate per mile and for tolls and parking

- fees. The speaker travels under his/her own auto insurance. When a personal car is authorized in lieu of air transportation, the mileage allowance and other expenses on the road are only reimbursed up to the cost of the applicable advance purchase air fare.
- Airport Transportation – Reimbursement is made for transportation to and from the airport via the most economical means available, i.e. taxi/shuttle/ride sharing.
- c. Lodging: Reimbursement is made to the traveler upon receipt of a paid lodging bill. Reimbursement is at the facility's single occupancy rate or the CSHRM negotiated rate for groups, whichever is less. Lodging is not charged to CSHRM unless the traveler is so instructed. Incidental room charges are not reimbursable.
- d. Meals: Reimbursement is made to the traveler for the cost of three meals per day, if not provided by CSHRM. The amount reimbursable is consistent with current reimbursement guidelines established by the Board of Directors. (Breakfast - \$10; Lunch - \$15; Dinner - \$35, all meals inclusive of tip.) When meals are provided by CSHRM as part of the organized function, reimbursement is disallowed for meals outside those functions.
- e. Telephone: Reimbursement is made for reasonable telephone charges (\$25/day) required because of the absence from traveler's usual place of business. As CSHRM is a non-profit organization, the Board requests that speakers use cellular phones whenever possible and restrict telephone charges to personal use rather than business (business calls should be charged to business).
- f. Tips: Tips for baggage are limited to \$2 per bag.
- g. Honorarium: A signed contractual agreement will be negotiated between the speaker and CSHRM's representative, the Educational Committee Chairperson. Contractual agreements will also be drawn up with non-honorarium speakers, addressing all reimbursable expenses, times, date, materials, and other negotiated issues relevant to the presentation.
- h. The program registration fee for any speaker who is not receiving an honorarium may be waived at the discretion of the Education Chairperson.
- i. Any and all agreements negotiated by the Education Chairperson and the speaker(s) which deviate from the honorarium and expense guidelines listed above must be approved by the Board.

All speakers' reimbursements and honorariums will be reviewed and approved by the Education

Chairperson according to the Policies and Procedures (E-4) before payment is made by the Board Treasurer.

**Attachments:** CSHRM Conference Reference & Samples  
Created By: Katie Scanlan, Education Chair, 2002-2003

## **CSHRM Conference Helpful Hints**

### **Printer**

The last three years CSHRM has used Nancy Flores at Enternet printing in Sacramento for both the brochures and the binders. Nancy's phone number is 916-387-6201. Nancy is extremely competent and reliable and would highly recommend using her. Various printers were evaluated several years ago and Nancy's prices were competitive. It is also convenient that Enternet is right down the street from the mailing house, and they will take the brochures down the street to be mailed and deliver the binders to the mailing house to be shipped directly to the hotel.

### **Brochures**

The past several years Brooke's secretary, Michelle Korte, has helped with design of the brochures. She is very creative and told me it is actually fun for her so she might be willing to help again. She uses Microsoft Publisher. The brochure is then e-mailed directly to the printer. Mail the brochure to all CSHRM members using the mailing list from the membership chair. In addition, obtain mailing lists from SCAHRM (contact Judy McLaren at [Judian@aol.com](mailto:Judian@aol.com)), CHA (contact Liz Mekjavich at [emekjavich@calhealth.org](mailto:emekjavich@calhealth.org)) and PCAC. I can't find my contact for PCAC but if you contact PCAC member and former CSHRM president Carolann Lemmon at [Carolann.Lemmon@HCAhealthcare.com](mailto:Carolann.Lemmon@HCAhealthcare.com) she will help you out. The mailing lists usually are in an Excel format which can be e-mailed directly to the mailing house. Also, contact ASHRM to have them post a blurb about the conference in their weekly newsletter. My contact at ASHRM was Shannon Long at [slong@aha.org](mailto:slong@aha.org).

### **Mailing house**

CSHRM has been using Capital Mailing in Sacramento. Jeff has been our contact person and his phone number is 916-387-5840. As stated above, the mailing house is conveniently located by the printer. Again, Brooke researched the various mailing services and Capital mailing had competitive prices.

### **Contents of Binder**

- Table of Contents
- Presidents Message – President should either send letter to you on letterhead or e-mail message to be printed on letterhead (you can sign letter of president's behalf)
- Conference Agenda
- Conference Organization – includes Board of Directors list, Consideration Reminders, Program Evaluation Form
- Sponsors – A list will be sent from the Sponsorship Chair with a paragraph provided by the sponsor. The list should be all formatted and ready to print.

- Conference Attendees – This list is compiled as registrations come in. In order to make the list as complete as possible, you should wait until a day or two before the conference to print the list. I took the list to Kinkos the day before the conference to have copies made and then we stuffed them into the binders the night before.
- Speakers- There will be a tab for each speaker with a short bio and copies of their PowerPoint presentations and any other handouts they provide.

### **Registration Process**

As registrations come in you should keep an Excel spreadsheet with the name of the attendee and company, check received or not and how much, whether the attendee will be attending reception and/or networking party. You can work off this list to make sign-in sheet and name tags. You should keep a copy of the registration and check for your records and forward the original to the treasurer. I found it easiest to process registrations and forward the checks on a weekly basis.

### **Other Registration Needs**

Name tags for all attendees, board members, sponsors and speakers. Ribbons of a different color should be used for board members, sponsors, speakers, and past presidents.

BRN sign-in sheet for nursing credits – (see example) The BRN requires that we retain the evaluation sheet and the brochure which lists the objectives for four years.

Baskets for return of evaluations, change of address cards- I purchased two nice metal baskets this year which you can use.

MCLE credit – Historically, Geoffrey Mires of Rankin Sproat has provided the MCLE credits. His paralegal, Sally Attia, should be contacted to see if they would be willing to provide them again this year. All she needs is the number of hours she will be sponsoring (simply count speaker hours) and a copy of the brochure for her records. She provides the sign-in sheet and MCLE evaluation forms on the day of the conference. Sally's number is (510) 465-3922.

## TIMELINES

DEADLINE	ITEM
4/30/2003	Reserve hotel dates
5/31/2003	Choose conference theme
10/31/2003	Select and confirm all speakers via e-mail or letter
11/1/2003	Communication Chair e-mails save the date notice
11/15/2003	Finalize brochure
11/15/2003	Contact MCLE provider
12/1/2003	Send brochure to printer
12/5/2003	Mail brochure
Early January 2004	Contact printer to arrange date to review binders Send e-mails or call speakers to remind them of conference and due date for materials
Mid January 2004	
2/1/2004	Gather items for binder from speakers and board members (committee reports)
3 weeks prior to conference	Meet with printer to turn over binder materials
2 weeks prior to conference	Meet with hotel personnel to review conference requirements
Several days before conference	Give hotel final numbers of attendees

ITEM	RESPONSIBLE PERSON	STATUS
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### Registration

List of registrants with paid/unpaid status  
 Three long tables (sign up, name tags, handouts)  
 Sign in sheet w/ space for BRN # (one for each day)  
 Large signs - generic for conference  
 Name tags  
 Colored ribbons for sponsors  
 Colored ribbons for speakers  
 Colored ribbons for past presidents  
 Colored ribbons for Board members  
 Sign in sheet for MCLE  
 Change of address/e-mail cards  
 Binders (kept in boxes, handed to registrants)  
 Baskets for evaluations, member survey, COA card  
 Member survey  
 Easels for signs (4)

## **Sessions**

Stool for joint commission speaker  
Two roving mikes  
One podium and mike  
One clip-on mike  
Signs for 5 minute, 10 minute, 15 minute warning  
Letter from each speaker from president  
Honorarium or Barnes & Noble card for speakers  
Computer - with presentations downloaded  
LCD projector

## **Lunch**

Podium and mike for business lunch (day 1 only)  
Decorations for tables  
Reserve table for Board and past presidents  
Verify menus  
2 extra lunches for CHA guests

## **Reception**

Decorations for tables  
Microphone  
6 exhibitor tables (one needing outlet)  
Verify menu and drinks  
Verify time for exhibitors to set up

## **End of Conference**

Certificates with name and BRN #  
Certificates for MCLE  
Evaluations  
Collect evaluations, COA card, member surveys

**EXAMPLE CONFIRMATION LETTER – No HONORARIUM (change font to at least 12)**

November 21, 2002

Dear Speaker:

On behalf of the California Society for Healthcare Risk Management (CSHRM), this letter serves to confirm that you will be a member of the faculty for our annual education conference. The following program details have been confirmed.

**Program Title:** “Shooting the Rapids: Navigating the Waters of a Changing Risk Environment”

**Date/Time:** Wednesday, March 5, 2003 and Thursday, March 6, 2003

**Location:** Holiday Inn Bay Bridge, 1800 Powell St., Emeryville, CA 94608

**Time of Your Presentation:** Wednesday, March 5, 2003, 4:00 p.m. – 5:00 p.m.

**Audience:** Hospital Risk Managers, Risk Managers from physicians’ offices and long term care facilities, other healthcare related personnel

**Honorarium and Travel Expenses:** Thank you for donating your time and expenses to present to our society

**Your Presentation’s Topic:** Legislative Update

In order to prepare for the conference and your presentation, we will need the following items sent to me **no later than February 1, 2003**.

- Audiovisuals needs- Power Point presentations are preferred. We will provide a laptop computer and LCD projector for those presentations. Please bring your own disk or overheads. If your presentation requires different equipment, please let me know.
- Curriculum Vitae- A summary or short biography will be adequate
- One (1) camera-ready set of handouts. A duplicate outline of your presentation is required in hard copy or e-mail for reproduction by CSHRM as handouts in the attendees’ binders. Please mail or e-mail any other easy to read materials and we will also reproduce them for the binders

The participants will appreciate any sample policies, procedures, and/or protocols that you can provide in your handout materials.

The mission of CSHRM is to advance the professional practice of healthcare risk management by promoting professional relationships, providing educational opportunities, and facilitating the exchange of information among members. We appreciate your willingness to participate in this opportunity to achieve our mission.

If the conference details outlined in this correspondence meet with your approval, please e-mail your confirmation/response to me at EDUCATION CHAIR EMAIL ADDRESS look forward to your participation as one of our faculty, and working with you on this exciting project.

Best regards,

NAME  
Education Chairperson  
California Society for Healthcare Risk Management

ADDRESS  
PHONE  
FAX

EXAMPLE CONFIRMATION LETTER – HONORARIM (change font to at least 12 FONT)

DATE

Dear SPEAKER NAME:

On behalf of the California Society for Healthcare Risk Management (CSHRM), this letter serves to confirm that you will be a member of the faculty for our annual education conference. The following program details have been confirmed.

<b><u>Program Title:</u></b>	“Shooting the Rapids: Navigating the Waters of a Changing Risk Environment”
<b><u>Date/Time:</u></b>	Wednesday, March 5, 2003 and Thursday, March 6, 2003
<b><u>Location:</u></b>	Holiday Inn Bay Bridge, 1800 Powell St., Emeryville, CA 94608
<b><u>Time of Your Presentation:</u></b>	Thursday, March 6, 2003, 1:00-2:15 p.m.
<b><u>Audience:</u></b>	Hospital Risk Managers, Risk Managers from physicians’ offices and long term care facilities, other healthcare related personnel
<b><u>Honorarium and Travel Expenses:</u></b>	\$2000.00 honorarium plus expenses
<b><u>Your Presentation’s Topic:</u></b>	“Should I Apologize”

In order to prepare for the conference and your presentation, we will need the following items sent to me **no later than February 1, 2003**.

- Audiovisuals needs- Power Point presentations are preferred. We will provide a laptop computer and LCD projector for those presentations. Please bring your own disk or overheads. If your presentation requires different equipment, please let me know.
- Curriculum Vitae- A summary or short biography will be adequate
- One (1) camera-ready set of handouts. A duplicate outline of your presentation is required in hard copy or e-mail for reproduction by CSHRM as handouts in the attendees’ binders. Please mail or e-mail any other easy to read materials and we will also reproduce them for the binders

The participants will appreciate any sample policies, procedures, and/or protocols that you can provide in your handout materials.

Please complete and sign the attached W-9 form and return to me at your earliest convenience.

Original receipts of the following are to be attached to a signed expense statement, as appropriate:

- 1) Receipts for all expenditures showing amount, date, place, and purpose

Reasonable and customary expenses include:

- 2) a. Air Travel: Whenever possible, arrangements for air travel shall be made through the education chairperson. If arrangements are made by the traveler, reimbursement is made at an advance purchase rate by the most direct or economical route from the point of origin (traveler's normal place of business) to the destination. First class fare is not reimbursable.
- b. Ground Transportation: Reimbursement is made for transportation via the most economical means available.
- Rental Car – Reimbursement is made for the use of a rental car only if prior authorization has been obtained from the education chairperson. When a rental car is authorized in lieu of air transportation, the mileage allowance and other expenses on the road are only reimbursed up to the cost of the applicable advance purchase air fare.
  - Personal Car – Reimbursement is made for the use of the traveler's personal car at the current federal rate per mile and for tolls and parking fees. The speaker travels under his/her own auto insurance. When a personal car is authorized in lieu of air transportation, the mileage allowance and other expenses on the road are only reimbursed up to the cost of the applicable advance purchase air fare.
  - Airport Transportation – Reimbursement is made for transportation to and from the airport via the most economical means available, i.e. taxi/shuttle/ride sharing.
- 3). Lodging: Reimbursement is made to the traveler upon receipt of a paid lodging bill. Reimbursement is at the facility's single occupancy rate or the CSHRM negotiated rate for groups, whichever is less. Lodging is not charged to CSHRM unless the traveler is so instructed. Incidental room charges are not reimbursable.4) Meals are reimbursed to the traveler for the cost of three meals per day, if not provided by CSHRM. You are invited to our continental breakfast and lunch on Thursday, March 6th. The amount of any reimbursement is consistent with current reimbursement guidelines established by the Board of Directors:
- a. Breakfast - \$10.00; Lunch - \$15.00; Dinner - \$35.00, all meals inclusive of tip. When meals are provided by CSHRM as part of the organized function, reimbursement is disallowed for meals outside of those functions.
- 5) Telephone is reimbursed for reasonable charges required because of the absence from traveler's usual place of business (reasonable charges do not exceed \$12.00 per day)

The mission of CSHRM is to advance the professional practice of healthcare risk management by promoting professional relationships, providing educational opportunities, and facilitating the exchange of information among members. We appreciate your willingness to participate in this opportunity to achieve our mission.

If the conference details outlined in this correspondence meet with your approval, please e-mail your confirmation/response to me at EDUCATION CHAIR EMAIL look forward to your participation as one of our faculty, and working with you on this exciting project.

Best regards,

NAME  
Education Chairperson  
California Society for Healthcare Risk Management

**ADDRESS**  
**PHONE**  
**FAX**

## *Conference Organization*

- ◆ Board of Directors
  - ◆ Past Presidents
  - ◆ Consideration Reminders
  - ◆ Program Evaluation
- 

### **California Society for Healthcare Risk Management**

#### **Consideration Reminders**

In order that all participants can enjoy the conference, please observe the following:

1. Turn off cellular phone
2. Turn beepers to “vibrate” or “off”
3. Please no side bar conversations during the presentations; if an important issue needs to be addressed, please leave the room to have your discussion.

**Thank you for being a considerate participant!  
Enjoy the conference!**

**SAMPLE AGENDA      USE 12 FONTS**

*California Society for Healthcare Risk Management  
Shooting the Rapids: Navigating the Waters of a Changing Environment*

**March 5-6, 2003**

**Conference Agenda**

Wednesday, March 5, 2003

- 7:30 a.m. to 8:15 a.m.      **Registration and Continental Breakfast**
- 8:15 a.m. to 8:30 a.m.      **Welcome**  
Brooke Bledsoe, *CSHRM President*  
Katie Scanlan, *Conference Chairperson*
- 8:30 a.m. to 10:30 a.m.      **Disclosing Unanticipated Adverse Outcomes and Medical Errors**  
Daniel O'Connell, Ph.D., *Bayer Institute for Healthcare Communication*
- 10:30 a.m. to 10:45 a.m.      Break
- 10:45 a.m. to 12:00 p.m.      **Emerging Trends in Healthcare Litigation**  
Susan Penney, Esq., Legal Counsel, *California Medical Association*
- 12:00 p.m. to 1:15 p.m.      Lunch and Annual Business Meeting
- 1:15 p.m. to 2:30 p.m.      **Nursing Shortage and Staffing Initiatives: How to Manage in Troubled Times**  
Mary Carol Mooney, MSN  
Associate Director, Standards Interpretation Group, *JCAHO*
- 2:30 p.m. to 3:45 p.m.      **EMTALA: What's Next?**  
Steven Lipton, Esq., *Davis Wright Tremaine LLP*
- 3:45 p.m. to 4:00 p.m.      Break
- 4:00 p.m. to 5:00 p.m.      **Legislative Update**  
Mark Cohen, Risk Management Consultant, *Sutter Health*
- 5:00 p.m. to 7:00 p.m.      President's Reception

Thursday, March 6, 2003

- 7:30 a.m. to 8:00 a.m.      Continental Breakfast
- 8:00 a.m. to 11:15 a.m.      **HIPAA: The Final Countdown**  
Paul Smith, Esq., *Davis Wright Tremaine LLP*
- 11:30 a.m. to 12:30 a.m.      **Ethical Dilemmas in Healthcare**  
David Elkin, Esq., Associate Clinical Professor,  
*University of California, San Francisco*
- 12:30 p.m. to 12:45 p.m.      Closing Remarks and Evaluations

SAMPLE TABLE OF CONTENTS FOR BINDERS

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Shooting the Rapids: Navigating the Waters of a Changing Environment*

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**SAMPLE EVALUATION FORM**

**USE 12 FONT**

**2003 CSHRM Annual Conference**

Shooting the Rapids: Navigating the Waters of a Changing Environment

**Please circle the number that best reflects your impressions: (1) lowest, (5) highest.**

**1. Disclosing Unanticipated Adverse Outcomes and Medical Errors**

Daniel O'Connell, Ph.D., *Bayer Institute for Healthcare Communication*

Good Speaker	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Useful Information	1	2	3	4	5

**2. EMTALA: What's Next?**

Steven Lipton, Esq., *Davis Wright Tremaine LLP*

Good Speaker	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Useful Information	1	2	3	4	5

**3. Legislative Update**

Mark Cohen, Risk Management Consultant, *Sutter Health*

Good Speaker	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Useful Information	1	2	3	4	5

**4. Disruptive Practitioners: Managing the Risks**

Mark Kadzielski, Esq., *Fulbright and Jaworski LLP*

Good Speaker	1	2	3	4	5
Knowledgeable	1	2	3	4	5
Useful Information	1	2	3	4	5

11. Location 1 2 3 4 5

12. Room 1 2 3 4 5

13. Food 1 2 3 4 5

Comments:

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Suggestions:

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**EVALUATION SUMMARY**

**USE 12 FONT**

2003 CSHRM Annual Conference  
“Shooting the Rapids: Navigating the Waters of a Changing Environment”

76 Evaluations

**OVERALL COMMENTS**

- Great program – thanks
- I would prefer Thurs/Fri conference as opposed to Wed/Thurs.
- Congratulations to the Education Committee and the Board for a job well done. Excellent program despite the year the Board had.

**SUGGESTIONS**

- Have packets of business meeting materials at the lunch instead of having to lug binders around
- Thursday and Friday better days for conference, that way we can spend weekend in the City!
- Too much info on most of the slides, print too small to read.
- More case presentations (closed cases)
- Have 2<sup>nd</sup> day end at 1:30 or 2:00, this will help with traffic. Shorten lunch to 30 minutes on day two.

	<b>RANKING = (1) Lowest, (5) Highest</b>				
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
<b>Location</b>					
<b>Room</b>					
<b>Food</b>					

SPEAKER EVALUATIONS –USE AT LEAST 12 FONT TEMPLATE FOR 2 SPEAKERS – COPY 1 PER # SPEAKERS

NAME	<i>RANKING = (1) Lowest, (5) Highest</i>				
	1	2	3	4	5
<b>Good Speaker</b>					
<b>Knowledgeable</b>					
<b>Useful Information</b>					
Comments:					
NAME	<i>RANKING = (1) Lowest, (5) Highest</i>				
	1	2	3	4	5
<b>Good Speaker</b>					
<b>Knowledgeable</b>					
<b>Useful Information</b>					
Comments:					

**CALIFORNIA SOCIETY FOR HEALTHCARE  
RISK MANAGEMENT (CSHRM)**

**BOARD OF DIRECTORS  
POLICY AND PROCEDURE**

**TITLE:** Educational Meeting

**COMMITTEE:** Education

**AUTHOR:** Judy S. Ireland

**NUMBER:** E-5

**DATE:** June 27, 1994

**DATE OF APPROVAL:** 6/12/00

**DATE OF REVIEW/REVISION:** 8/01

**POLICY:** The Education Committee will coordinate the annual educational conference.

**PROCEDURE:** After identification of educational objectives and member interest, an educational program will be developed.

Speakers:

1. Speakers will be approached to present topic.
2. Speaker will be appraised of time frame for presentation, Honoraria (if any), and expense reimbursement.
3. Speaker will supply to the Education chairperson before the conference:
  - ◆Outline of presentation,
  - ◆Curriculum Vitae,
  - ◆Hand-out (if any), to be duplicate of audio-visual screens, i.e., PowerPoint, overheads;
  - ◆Audio-visual needs.
4. A letter of confirmation and blank W-9 form will be sent to the speaker.

Location:

1. Meeting room will be booked (hospital, medical bldg., hotel, etc.)
2. Catering: can the location supply, or is outside catering needed?
3. Accommodations: for presenters, board members.
4. Audio-Visuals: can the location supply, or is an outside source necessary?

The attached checklist and timeline may be used to facilitate coordination of meeting plans.

**CROSS-REFERENCE:** Sponsorship of Educational Meeting  
Awarding of Scholarships to CSHRM/ASHRM annual meetings  
Requirement of the BRN continuing education program  
Reimbursement of Speaker Travel Expense

**TIMETABLE FOR EDUCATIONAL MEETING**  
**Prepared By: Brooke Bledsoe, Education Chair 2002**

1 year prior to Annual Meeting	March	Book Room at the conference location
6 months	September	Approach speakers & confirm participation Coordinate meeting for concept, theme
4-5 months	October	Design postcard for membership notification Mail scholarship applications to members
3 months	December	Mail Postcards to those on mailing list Send notification to Newsletter Chair Design and print brochures Sponsors: approach and confirm Send confirmation letters to speakers re: handouts, travel, A-V needs, accommodations & Travel arrangements
2 months	January	Mail conference brochures to members Make up placards for sponsors Order Supplies (finders, ribbons, etc.)
1 month	February	Prepare/ print handouts, evaluation forms Prepare sign in sheets Confirm catering at location
1 week	March	Prepare name tags for attendees Prepare certificates CME/MCLE

**TIMETABLE FOR OUTREACH EDUCATIONAL MEETING**

4-6 months		Contact speakers & set theme Book location; arrange catering, audio, video, etc.
1-2 months		Design & mail flyer w/registration
1 week		Confirm arrangements Prepare handouts, sign-ins, and certificates